4 May 2001

**Committee on Information**
**Twenty-third session**
30 April-11 May 2001

# Proposed programme budget for the biennium 2002-2003 for the Department of Public Information

## Note by the Secretariat (Unedited introductory part)

1. The proposed programme of work in the field of public information for the biennium 2002-2003, which is contained in the annex, is submitted for the consideration of the Committee on Information in compliance with the rules and regulations governing programme planning, the programme aspects of the budget, the monitoring of implementation and the methods of evaluation. In section I, paragraph 7, of its resolution 52/220, the General Assembly stressed the role of the relevant intergovernmental bodies in the consideration of the narrative of the proposed programme budget, as well as the necessity for a timely presentation of their recommendations on the budget.

2. The proposed programme of work has been formulated within the framework of programme 23 (Public information) of the medium-term plan for the period 2002-2005.

3. The Committee is invited to make comments and recommendations thereon. These comments and recommendations, if any, will be transmitted to the Committee for Programme and Coordination and the Advisory Committee on Administrative and Budgetary Questions and the General Assembly at its fifty-sixth session for review during the consideration of the Secretary-General's proposed programme budget for the biennium 2002-2003.

01-35406 (E)

# Annex

## Draft programme budget for the biennium 2002-2003 for the Department of Public Information*

### Programme 26
### Public information

1. The Department of Public Information is responsible for the implementation of the programme of activities under this section. The mandates for the programme are provided by the General Assembly, initially in its resolution 13 (I) of 13 February 1946, and subsequently in resolutions on question relating to information, the most recent one of which is resolution 55/136 A and B. The programme is guided by the General Assembly and its subsidiary organ, the Committee on Information. The programme of activities under this section for which the Department of Public Information is responsible corresponds to programme 23, Public information, of the medium-term plan for the period 2002-2005 (A/55/6/Rev.1*).

2. The overall objective of programme on public information is to increase awareness and understanding of the work and purposes of the United Nations among peoples of the world. The aim is to build broad-based global public support for the Organization's ideals and goals by highlighting issues of concern to the international community.

3. Emphasis will be placed on publicizing, in a timely and effective manner, the work of the Organization and its relevance to the daily lives and concerns of people everywhere through partnerships with the media, governmental and non-governmental organizations, educational institutions, business and professional organizations and other segments of the civil society. Attention will be given to highlighting issues of special interest to developing countries, in particular, the special needs of African countries, the least developed countries and, where appropriate, economies in transition. The aim is to contribute to bridging the existing gap between the developing and the developed countries in the field of public information and communications.

4. Partnerships with United Nations entities will be pursued at all levels, both at Headquarters and in the field, to enable the Department to define priority themes and to coordinate the public information activities of the Organization with a view to presenting a unified image. Emphasis will be placed on taking advantage of the latest communications technology, including the Internet, to disseminate information, in a cost-effective manner, and to deliver news directly and instantaneously for use by media world-wide. Particular attention will be given to tailoring information products to meet the needs of different countries and other users, bearing in mind the level of technological capacity in different parts of the world.

5. Within this framework, special efforts will be made to ensure that gender mainstreaming is incorporated into the design of public information products and activities, particularly those at the core of the various promotional campaigns for the United Nations system which are spearheaded by the Department. The campaigns will be geared towards increasing public awareness on, among other issues, the gender dimension of poverty and public policy; the need for comprehensive health care that spans a woman's life; the importance of gender-sensitive educational materials and the need for increased educational opportunities for women and girls; the need to enact legislation and public information campaigns to combat violence against women; the impact of armed conflict on women, children and families; and, the importance of raising women's participation in political

* Excerpts from section 26 of the proposed programme budget for the biennium 2002-2003 (A/56/6 (Sect. 26)).

and decision-making processes. In addition, the Department will endeavour to incorporate the multiple goals agreed upon at Beijing Plus Five into its activities.

6. By paragraph 25 of its resolution 54/249 of 23 December 1999, the General Assembly called upon the Secretary-General to ensure that all sections of future proposed programme budgets are presented in the same standard format.

7. Accordingly, efforts have been made to restructure the programme budget of the Department of Public Information in line with the standard format. Owing to the nature of subprogrammes and the existing non-congruence between programme structure and the organizational structure, activities under various subprogrammes are carried out by more than one organizational unit. Based on the level of activities for which each organizational unit is responsible in relation to each subprogramme, attempt has been made, where possible, to align each organizational unit to a particular sub-programme.

8. In cases where the activities of one organizational unit relate generally to several subprogrammes and are more of supportive and complementary in nature, as in the case of United Nations Information Centres and Field Offices, such units have been grouped together under a separate component heading, "Field implementation". Their programme of work, however, spreads across various other subprogrammes of the Department and are described under relevant subprogrammes.

9. For the purpose of presenting the programme budget of the Department of Information in the standard format, the organizational units of the Department have been broadly regrouped under the four subprogrammes as indicated below. The four subprogrammes are complemented by United Nations Information Centres, United Nations Information Services at Geneva and Vienna, and United Nations Field Offices, which have been grouped under a separate heading, "Field implementation".

| Subprogramme | Divisions/units responsible |
|---|---|
| Promotional services: | Public Affairs Division, including the Information Activities on the Question of Palestine; |
| Information services: | Office of the Spokesman for the Secretary-General; the News and Media Division; and the Information Centres Service; |
| Library services: | Dag Hammarskjöld Library/Library and Information Resources Division; |
| Publication services: | Publication Service/Library and Information Resources Division; |
| Field implementation: | United Nations Information Service at Geneva (UNIS/Geneva), United Nations Information Service at Vienna (UNIS/Vienna), and the United Nations Information Centres and the United Nations Field Offices, information component (UNICs). |

## A. Executive direction and management

10. The Under-Secretary-General for Communications and Public Information is responsible for the overall direction and strategic management of the United Nations programme on public information both at Headquarters and in the field. The Under-Secretary-General establishes departmental policies and guidelines, deals with specific policy and management issues and problems, and is responsible for the administrative, financial and personnel management of the

Department. The Office of the Under-Secretary-General provides support to the Under-Secretary-General in the discharge of those responsibilities. Through the Communications Coordination Service in his office, the Under-Secretary-General monitors the programme performance of the Department.

11. The Office of the Under-Secretary-General provides substantive secretariat services to the Committee on Information and the Joint United Nations Information Committee (JUNIC), with the Director of the Public Affairs Division serving as the Secretary. The Committee on Information holds one two-week session every year. The Department also contributes to the substantive servicing of the Special Political and Decolonization Committee of the General Assembly during its consideration of the agenda item on the question relating to information.

12. The Under-Secretary-General chairs the United Nations Publications Board and the Headquarters Exhibits Committee. He also oversees the management of the United Nations web site in the six official languages through the Information Technology Section of the Communication Coordination Service in his office, which coordinates and maintains content provided by United Nations departments and offices; develops and maintains the Department's multilingual public information content on the web site; and administers the directory structure and posting rights on the United Nations server and the media server. The Under-Secretary-General also chairs the Interdepartmental Working Group on the Internet.

**Subprogramme 1**
**Promotional services**

13. The subprogramme will be implemented by the Public Affairs Division (PAD), which will be complemented by the Office of the Under-Secretary-General (OUSG), including the information activities on the question of Palestine (see p.28) the Information Centres Service (ICS), the United Nations Information Service at Geneva (UNIS/Geneva), the United Nations Information Service at Vienna (UNIS/Vienna) and the network of United Nations Information Centres and the United Nations Field Offices, information components (UNICs). While not having primary responsibility for this subprogramme the News and Media Division, the Library and Information Resources Division, and the Information Centres Service provide support with respect to servicing of inter-governmental and expert bodies

14. The programme of work has been formulated by drawing upon subprogramme 1, Promotional services, of programme 23, Public information, of the medium-term plan for the period 2002-2005.

**Objectives**

The objective of the subprogramme is to promote awareness of the central role of the United Nations and its relevance to the lives of peoples everywhere in addressing the challenges facing humankind.

| *Expected accomplishments* | *Indicators of achievement* |
|---|---|
| Increased collaboration with United Nations system partners, various institutions of civil society, media representatives and other re-disseminators to enhance public understanding of United Nations goals and achievements, as well as interest in United Nations priority issues. | (i) Number of projects organized jointly by the Department of Public Information, United Nations system partners, non-governmental organizations and other re-disseminators;<br><br>(ii) Number of requests for and enquiries about the promotional products and services;<br><br>(iii) Number of visitors to the United Nations web site. |

**External factors**

The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

a. Institutions of the civil society, re-disseminators and other partners will participate fully in collaborative efforts of the United Nations;

b. Other organizations of the United Nations system will collaborate;

c. Compendium of Security Council resolutions as well as of Council's Presidential statements (annual, in English and French) (News and Media Division)

d. Conditions affecting media coverage are favourable and supportive of collaborative partnership for the promotion of the public image of the Organization.

**Outputs**

During the biennium 2002-2003, the following outputs will be delivered:

a. *Servicing of intergovernmental/expert bodies*

General Assembly

Substantive servicing. Special Political and Decolonization Committee of the General Assembly during its consideration of the item on questions relating to information (4-6 meetings annually) (Office of the Under-Secretary-General; Public Affairs Division, Information Centres Service; News and Media Division; Library and Information Resources Division);

Parliamentary documentation. Reports to the Special Political and Decolonization Committee during its consideration of the agenda item on question relating to information (Office of the Under-Secretary-General; Public Affairs Division; Information Centres Service; News and Media Division; Library and Information Resources Division);

Committee on Information

Substantive servicing. One two-week annual session. (Office of the Under-Secretary-General; Public Affairs Division; Information Centres Service; News and Media Division; Library and Information Resources Division);

Parliamentary documentation. Reports on the activities of the Department of Public Information (approximately 10-15) (Office of the Under-Secretary-General; Public Affairs

Division, Information Centres Service; News and Media Division; Library and Information Resources Division);

b. *Other substantive activities*

*Exhibits, guided tours, lectures*

Annual programme of temporary exhibits (20-30 a year) for Headquarters;

Development, design and production of exhibitions for the General Assembly Visitors Lobby and other sites in order to inform and educate the public on the work of the Organization (Public Affairs Division);

Organization and conduct of guided tours programme at Headquarters (Public Affairs Division); and at the Palais des Nations (United Nations Information Service at Geneva);

Lectures on United Nations issues, especially peace and security, and on activities of United Nations Office at Geneva for permanent missions, non-governmental organizations, educational institutions, professional associations, parliamentarians, government officials and others (approximately 120) (United Nations Information Service at Geneva);

Lectures to audiences both in-house and outside the Vienna International Centre (including in Hungary, Slovakia and Slovenia), focusing on United Nations themes and the work of Vienna-based organizations (United Nations Information Service at Vienna);

Lectures, briefings and information seminars on United Nations issues for government delegations, non-governmental organizations, journalists, educators, students, professional associations and others (Public Affairs Division);

Organization of exhibits highlighting priority themes of the United Nations and exhibits of United Nations publications. (United Nations Information Centres);

Public inquiry services to respond to oral and written requests for information on the United Nations, including the provision of special kits for teachers (Public Affairs Division; United Nations Information Service at Geneva; United Nations Information Service at Vienna; United Nations Information Centres);

*Booklets, fact sheets, wall charts, information kits*

Posters depicting special events and other activities of the United Nations; public service announcements, photos and other graphic (Public Affairs Division);

Background notes, booklets and timelines providing updates on past and present peace operations (Public Affairs Division);

Briefing papers for students: Updating of the Millennium Briefing Papers for Students (Public Affairs Division);

Brochures on exhibit topics (Public Affairs Division);

Development Update newsletter: Publication of the quarterly newsletter, with articles, interviews and analyses explaining United Nations economic and social activities, and its posting on the Internet and dissemination (Public Affairs Division);

Department of Public Information/Non-governmental organizations (DPI/NGO) Directory listing non-governmental organizations associated with the Department of Public Information (biennial); DPI/NGO Link, a weekly newsletter produced in hard copy and electronically; Report of the Annual DPI/NGO Conference (Public Affairs Division);

Everything You Always Wanted to Know About the United Nations and Discovering the United Nations: Updating and revision of these children's publications (Public Affairs Division);

Fact-sheets and briefing papers to respond to the public's frequently asked questions and concerns: 20 items, new or revised. (Public Affairs Division);

Information kits on thematic issues with brochures, fact sheets, backgrounders, press releases, etc. used at press conferences and other events (Public Affairs Division; United Nations Information Service at Geneva);

Updating of current publications (booklets, pamphlets) on thematic issues as appropriate; and production of new publications as necessary (Public Affairs Division);

Statistics for students: New publication containing basic statistics on human development, demography and United Nations membership, primarily for use by students and teachers at middle and high school levels (Public Affairs Division);

United Nations Day wall-chart designed for younger audiences, including ideas for celebration of a theme and notes for teachers (Public Affairs Division);

Verbatim texts of United Nations documents, treaties and instruments, printed in an attractive format for distribution to non-governmental organizations, governments, schools, United Nations organizations and others at appropriate public events (Public Affairs Division);

Information materials, including feature articles, backgrounders, press releases and brochures on the question of Palestine (Public Affairs Division);

Updated UNIC Manual providing instructions and guidelines for use by the staff of the United Nations Information Centres (Information Centres Service);

Updated leaflet and flyers explaining the role of United Nations Information Centres and listing their home pages (Information Centres Service);

Updated UNIC Directory, as well as posting of the information on the United Nations home page and on the Intranet (Information Centres Service);

The United Nations in Geneva - Questions and Answers (French and English) (United Nations Information Service at Geneva);

Booklets, pamphlets and fact sheets in German, Hungarian and Slovene, and information kits on topical United Nations developments (United Nations Information Service at Vienna);

Press kit for the annual report of the Vienna-based International Narcotics Control Board (United Nations Information Service at Vienna);

Local-language translations and adaptations of materials produced at Headquarters or by the United Nations system, or local production of information materials (United Nations Information Centres);

*Press releases, press conferences, briefings*

Notification to media of availability of information via mailings, electronic mails and faxes, and briefings (Public Affairs Division);

Organization of panel discussions and expert round tables on relevant thematic topics (Public Affairs Division);

Organization of press conferences and briefings to publicize United Nations events, publications, reports, etc. or to explain outcome of negotiations or other United Nations activities on thematic issues and on the question of Palestine (Public Affairs Division);

Organization of speaking engagements by Information Officers to brief civil society groups about the United Nations work in thematic areas and on the question of Palestine (Public Affairs Division);

Outreach programme involving direct contact with media and non-governmental organizations to further the placement of accurate stories and reports on Middle East issues (Public Affairs Division);

Promotional and information materials, including press releases, newswire alerts, announcements for the United Nations Journal and Spokesman's briefing, related to special events (Public Affairs Division);

Organization of weekly briefings for non-governmental organizations, highlighting United Nations issues and observances and featuring expert speakers from United Nations, governments and non-governmental organizations (Public Affairs Division);

Special briefings for non-governmental organizations to promote greater awareness of and increased support for United Nations priority programmes, including contacts with key public opinion leaders and senior media representatives (United Nations Information Service at Geneva);

Issuance in German as well as in other language versions of press releases produced by the United Nations Information Service at Vienna or by other parts of the Department (United Nations Information Service at Vienna);

Responding to oral and written requests for United Nations documents, press releases, publications, posters, film and videos and assisting academic institutions, libraries, non-governmental organizations and others in research and study projects relating to the United Nations (United Nations Information Service at Vienna);

*Special events*

An annual conference of Model United Nations organizers (separate from Model United Nations participants) to discuss coordination and conference guidelines and to strengthen their links to the United Nations system (Public Affairs Division);

An annual contest for school students worldwide coinciding with United Nations Day celebration in association with CyberSchoolBus and non-governmental organizations (Public Affairs Division);

Annual one-day international student conference on human rights for grades 5-12, in association with selected non-governmental organizations and teachers groups, involving over 600 students and teachers (Public Affairs Division);

Annual three-day conference for non-governmental organizations on a theme relevant to the contemporary concerns of the United Nations (Public Affairs Division);

Annual two-day orientation programme for newly associated non-governmental organizations; and commemorative events to publicize the achievements of major peace operations (Public Affairs Division);

Four annual "Students' Days" at Headquarters, marking World Environment Day, International Day of Peace, United Nations Day and Human Rights Day, each bringing together over 200 students, teachers and parents. (Public Affairs Division);

One international seminar for journalists on issues relating to the question of Palestine in 2003 (Public Affairs Division);

Organization of memorial meetings and production of panel displays of United Nations peacekeepers and staff members who lost their lives in the service of peace (Public Affairs Division);

Organization of promotional activities for special Goodwill Ambassadors appointed by the United Nations on various thematic issues (Public Affairs Division; United Nations Information Centres);

Outreach activities on United Nations priority themes and special events and other collaborative projects aimed at developing and strengthening partnerships between the United Nations and the civil society and the private sector (Public Affairs Division; United Nations Information Centres);

Seminars to introduce journalists from developing countries or representatives of special interests to the United Nations work on thematic issues (Public Affairs Division);

Organization of special events and the promotion of observances of major International Days to thematic issues, such as International Women's Day, Human Rights Day, World AIDS day, World Press Freedom Day etc. in partnership with United Nations departments, agencies and programmes, and non-UN-System partners (Public Affairs Division);

Special programmes for observance of the International Day of Solidarity with the Palestinian People (29 November) and the Week of Solidarity with the Peoples of Non-Self-Governing Territories (week beginning 25 May) (Public Affairs Division);

Three one-day communications workshops for non-governmental organizations, in partnership with the NGO/DPI Executive Committee (Public Affairs Division);

Two annual "Educators Days" at Headquarters, in association with non-governmental organizations and New York City and State Boards of Education. (Public Affairs Division);

Two news missions to the Middle East to promote an informed understanding among journalists of issues and developments relating to the question of Palestine (Public Affairs Division)

Support for educational programmes such as Model United Nations conferences, United Nations curriculum support and teacher training (United Nations Information Centres);

Essay competitions, round tables, panel discussions, fairs and other promotional events designed to attract the attention of the media and the public (United Nations Information Centres);

Observance of international days, years and decades on selected thematic issues, including the presentation of special United Nations reports (United Nations Information Service at Geneva; United Nations Information Service at Vienna and the United Nations Information Centres);

*Technical material*

Briefing papers for students in association with CyberSchoolBus (Public Affairs Division);

Video conferences and cyber-chats for students in association with CyberSchoolBus and non-governmental organizations throughout the year (Public Affairs Division);

Continuous updating of system-wide calendar of special events for posting on the United Nations web site (Public Affairs Division);

Daily updating of web sites relating to peace issues, development of interactive maps and other graphic materials (Public Affairs Division);

Maintenance and updating of the JUNIC web site (Office of the Under-Secretary-General; Public Affairs Division); maintenance and updating of the United Nations web site with a calendar and synopsis of each exhibit and related visual materials (Public Affairs Division);

Maintenance of database servicing non-governmental organizations associated with the Department, including speakers' biographies and contact information, calendars, DPI/NGO Link newsletter, and reference materials on annual NGO conference and NGO association process (Public Affairs Division);

Power Point and/or CD-ROM presentations about the United Nations' work on various thematic issues for use in briefings and advocacy campaigns (Public Affairs Division);

Updating and coordination of input for the "UN Works" web site (Public Affairs Division);

Upgrading and updating of the web site for the non-governmental organizations section, providing news items, calendars of events, NGO directory and a Cyber-Gallery of photos of DPI/NGO events ((Public Affairs Division);

CyberSchoolBus: development and maintenance of the web site, creation of design and appropriate content tailored for students and teachers (Office of the Under-Secretary-General);

Development and maintenance of United Nations web sites with other Departments/Offices, design and formatting of multilingual content for information campaigns (Office of the Under-Secretary-General);

Development, maintenance and coordination of the United Nations web sites in the six official languages; guidelines for creating of pages, instructions on page creation with links to web site management and registering posting rights (Office of the Under-Secretary-General);

UN & Business: development and maintenance of a web site tailored to private sector; and UN & Civil Society: development and maintenance of the web site tailored for civil society representatives (Office of the Under-Secretary-General);

Development of content for non-governmental organizations' calendar of events; the United Nations Office at Geneva media events calendar and maintenance of the web page promoting the guided tours at the Palais des Nations (United Nations Information Service at Geneva);

Design, updating and maintenance of Information Centres Service home page (Information Centres Service);

Continuous maintenance and development of the web site of United Nations Information Service at Vienna (United Nations Information Service at Vienna);

Establishment, as appropriate, of web sites in local languages (United Nations Information Centres);

*Seminars for outside users*

Ad hoc workshops and seminars for teachers, to give guidance on teaching about the United Nations; seminars for journalists on reporting on specific United Nations-related topics, such as drug control and crime prevention (United Nations Information Service at Vienna);

Annual three-day seminars for students from the client countries, briefing them on topical United Nations issues as well as the work of the Vienna-based programmes (United Nations Information Service at Vienna) ;

Geneva Graduate Study Programme, an annual three-week seminar for 100 students from around the world (United Nations Information Service at Geneva);

Seminars on United Nations activities for media, government representatives, non-governmental organizations, students, educational institutions, professional associations and parliamentarians (United Nations Information Service at Geneva);

c. *International cooperation and inter-agency coordination and liaison*

Coordination of arrangements for the participation of the United Nations system in international expositions, including in the 2005 World Expo in Seto City, Japan, and contractual arrangements with the host country (Office of the Under-Secretary-General; Public Affairs Division);

Joint United Nations Information Committee (JUNIC): organization of one three-day annual session; approximately 2-4 ad hoc meetings annually (Office of the Under-Secretary-General; Public Affairs Division);

JUNIC Information Exchange Bulletin, published five times a year, covering the upcoming and recently completed public information products and activities by member organizations (Office of the Under-Secretary-General; Public Affairs Division);

Maintenance and expansion of the NGO Resource Centre at Headquarters (Public Affairs Division); monthly meetings with NGO representatives seeking information and attendance at monthly meetings of the NGO/DPI Executive Committee, and the Executive Committee of ECOSOC-related NGOs (Office of the Under-Secretary-General; Public Affairs Division) ;

Outreach to non-governmental organizations and processing recommendations for the Department's NGO Association Review Committee (Public Affairs Division);

Annual JUNIC Directory (Office of the Under-Secretary-General; Public Affairs Division); briefings for United Nations Resident Coordinators on the role and activities of United Nations Information Centres and Field Offices (Information Centres Service) ;

Coordination with Secretariat departments and with United Nations system partners regarding information outreach activities by United Nations Information Centres and Field Offices (Information Centres Service);

Participation in briefings, seminars, conferences and other events organized by associated non-governmental organizations (Public Affairs Division; United Nations Information Service at Geneva);

Participation in meetings with the Swiss national and local authorities; participation in activities of non-governmental organizations, including briefings, workshops, seminars etc. (United Nations Information Service at Geneva);

Policy and programme coordination with United Nations Development Programme in the management of United Nations Information Centres integrated with UNDP field offices (Information Centres Service);

Provision of links for electronic access for non-governmental organizations to the Library at the United Nations Office at Geneva (United Nations Information Service at Geneva);

Provision of logistical and information support to visiting United Nations officials (United Nations Information Centres);

Representation at and provision of meetings coverage service at intergovernmental conferences away from Headquarters at the request of United Nations offices (United Nations Information Centres);

Serving as focal point for public information for United Nations country team (United Nations Information Centres);

d. *Technical cooperation*

Training courses, seminars and workshops

Ad hoc one-day programmes for groups of visiting journalists, as requested by outside organizations, e.g., Freedom Forum (Public Affairs Division);

Annual six-week training programme for 16-20 broadcasters and journalists from developing countries and countries with economies in transition (Public Affairs Division);

Annual training programme at Headquarters for 9-10 Palestinian journalists and radio and television broadcasters (Public Affairs Division);

Organization of training workshops or field trips to United Nations project sites for local journalists to promote better understanding of United Nations issues and projects at the country level (United Nations Information Centres) ;

Visits to, or organization of training sessions for, local United Nations depository libraries (United Nations Information Centres);

**Subprogramme 2**
**Information services**

15. The subprogramme will be implemented by the News and Media Division (NMD), the Office of the Spokesman for the Secretary-General (OSSG), and the Information Centres Service (ICS), which will be complemented and supported in their activities by the United Nations Information Service at Geneva (UNIS/Geneva), the United Information Service at Vienna (UNIS/Vienna) and the network of United Nations Information Centres and Field Offices (UNICs).

16. The programme of work has been formulated by drawing upon subprogramme 2, Information services of programme 23, Public information, of the medium-term plan for the period 2002-2005.

17. The strategy of the Department for achieving the objective of the subprogramme is to deliver timely, accurate, balanced, and wherever possible, customized news and information materials and services to media organizations in all regions, adapted to their changing needs, utilizing traditional media as well as new information technologies, including the Internet.

18. For the biennium 2002-2003, the Department will undertake a major overhaul of the analogue broadcast technological infrastructure, which will become obsolete soon. Bearing in mind the accelerating integration of new technology across all media, this modernization will involve the conversion of the Department's television and video capacity to digital technology, increased use

of satellite and short-wave systems, and further development of Internet technology for the coordinated production and delivery of news alerts, press releases, live television and radio feeds, sound and video news packages and digitized images. The non-recurrent requirements for the modernization of the television and radio facilities amounting to $3 million are reflected under Part XI, Capital expenditures. In order to provide instant, live coverage to broadcasters on demand, television coverage of United Nations events by the United Nations Information Service at Geneva will be expanded. The United Nations Information Service at Vienna will further consolidate its Vienna-based journalist clientele through reliable servicing and an increase in regular briefings.

**Objective**: The objective of this subprogramme is to increase the interest and access of news organizations and media to up-to-date news and other information about the organization and its activities.

| *Expected accomplishments* | *Performance indicators* |
|---|---|
| a. Increased level of media coverage of the role of the United Nations in addressing the priority issues before the Organization as set out in the medium term plan. | a. Frequency and geographical range of media coverage of United Nations activities and priority issues. |
| b. Availability of objective and balanced information to the media, delegations and other audiences and other redisseminators on the role of the United Nations in addressing the priority issues before the Organization as set out in the medium term plan. | b. Satisfaction of users with the quality of information and services provided. |

**External factors:**

The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that national and international media organizations will participate in partnerships and co-productions; and that political, economic and other factors will enable media organizations to access and redisseminate United Nations information material.

**Outputs**

During the biennium 2002–2003, the following outputs will be delivered:

a. *Substantive outputs*

i. Recurrent publications

(a) Annual Report of the Secretary-General on the Work of the Organization (in all six official languages) (News and Media Division);

(b) Basic Facts about the United Nations (biennial, in English, French and Spanish) (News and Media Division);

(c) Compendium of Security Council Resolutions as well as of Council's Presidential statements (annual, in English and French) (News and Media Division);

(d) General Assembly press kit (annual, in English and French) (News and Media Division);

(e) Image and Reality (annual, in English, French and Spanish) (News and Media Division);

(f) Reference Paper on United Nations Conferences and Observances (annual, in English and French) (News and Media Division);

(g) United Nations in Brief (annual, in six languages, as required) (News and Media Division);

ii. Booklets, fact sheets, wall charts, information kits

Information kits (in English and French) in connection with meetings of the Conference on Disarmament, the Commission on Human Rights and other meetings and special events held at Geneva (United Nations Information Service at Geneva);

iii. Press releases, press conferences

(a) Briefings and interviews for media correspondents and preparation of background information on United Nations priority issues (Office of the Spokesman for the Secretary-General; United Nations Information Centres);

(b) Contacts with accredited press, including answering questions and providing information material (Office of the Spokesman for the Secretary-General);

(c) Press conferences for the Secretary-General, senior United Nations officials and representatives of Member States and of the United Nations system (Office of Spokesman for the Secretary-General);

(d) Provision of information to the Secretary-General on breaking international news stories and United Nations-related stories in the media (Office of the Spokesman for the Secretary-General) ;

(e) Provision of media liaison for the Secretary-General (Office of the Spokesman for the Secretary-General) ;

(f) Coordination with author offices, the Secretariat and/or information components of United Nations offices, facilitating media outreach on priority activities and events (News and Media Division);

(g) Distribution to the media at Headquarters and away from it of press releases and selected official United Nations documentation, texts of statements and press kits, etc (News and Media Division);

(h) Facilitating direct outreach between media and United Nations officials, through organization of briefing programmes, and arranging one-on-one interviews (News and Media Division);

(i) Issuing advisories to media organizations on meetings and other events (News and Media Division);

(j) Notes on press conferences and briefings by delegations and senior Secretariat and other United Nations officials, including the daily briefing by the Spokesman (English, hard copy and electronic) (News and Media Division);

(k) Placement of op-ed and other articles by the Secretary-General and senior United Nations officials in print media around the world (News and Media Division);

(l) Press releases, backgrounders and round-ups (hard copy and electronic) on intergovernmental meetings at Headquarters and around the world, special events, and

speeches of the Secretary-General and Deputy Secretary-General etc. (English and French) (News and Media Division);

(m) Production of news features, interviews and other material for direct utilization by print media around the world (News and Media Division);

(n) Liaison and accreditation services to media representatives in their coverage of United Nations activities; answering queries from accredited and outside correspondents and providing them with accurate information (News and Media Division; United Nations Information Service at Geneva);

(o) Daily newspaper clipping service (local and international media) for distribution (News and Media Division; United Nations Information Service at Geneva);

(p) Daily liaison with the Office of the Spokesman for the Secretary-General at Headquarters, e.g. to alert on any relevant news regarding Geneva-based activities (United Nations Information Service at Geneva);

(q) Press conferences of the Secretary-General, United Nations officials and Member States and production of transcripts on the Secretary-General's press conferences and summaries of United Nations senior officials' briefings (United Nations Information Service at Geneva);

(r) Press releases on proceedings of United Nations meetings at Geneva and on activities of Geneva-based senior United Nations officials for use by media, permanent and observer missions, non-governmental organizations and the Secretariat (United Nations Information Service at Geneva);

(s) Production of background and round-up releases, in English and French, on the sessional meetings of United Nations bodies (United Nations Information Service at Geneva);

(t) Reissuance of selected press releases produced at Headquarters in English and French (United Nations Information Service at Geneva);

(u) Twice-weekly briefings for media correspondents and production of summaries thereof and of briefings by senior United Nations officials and others (United Nations Information Service at Geneva);

(v) Press conferences, meetings, briefings and logistical support during visits of the Secretary-General, United Nations-system officials and others (United Nations Information Centres);

(w) Production and dissemination of press releases, articles, fact sheets, booklets, leaflets, press kits, etc., either as local language versions of products from main United Nations offices or as original creations (United Nations Information Centres);

(x) Selective and timely reissuance of Headquarters' press releases, often in local languages, for dissemination to media, government authorities, United Nations system offices and to special target audiences (United Nations Information Centres);

(y) Press briefings every second week and ad hoc press conferences as needed (United Nations Information Service at Vienna);

iv. Meetings coverage

(a) Coverage of the General Assembly, the Security Council and the Economic and Social Council (Public Affairs Division; United Nations Information Service at Geneva);

(b) Coverage of annual sessions of the Committee on the Peaceful Uses of Outer Space, the Commission on Crime Prevention, and the Commission on Narcotic Drugs (United Nations Information Service at Vienna);

(c) Coverage of Human Rights Commission and Sub-Commission (approximately 120 meetings for the Commission, 100 meetings for the Sub-Commission) (United Nations Information Service at Geneva);

(d) Coverage of United Nations special meetings held in Geneva (United Nations Information Service at Geneva);

v. Technical material

(a) Delivery via electronic mail of a daily news and news alert service on United Nations events, activities and statements to media, government officials, non-governmental organizations and others (News and Media Division);

(b) Development and maintenance of the audio/visual United Nations home page, which offers full-text databases to access photos, radio programmes, video features and documentaries (News and Media Division);

(c) Maintenance and enhancement of United Nations News Centre web site, the Secretary-General's page, and the news elements of other sites on the United Nations home page (News and Media Division);

(d) Maintenance of Spokesman's home page (Office of the Spokesman for the Secretary-General) ;

(e) Development and maintenance of United Nations Office at Geneva web site and updating of information and news on activities, upcoming events and press releases produced in English and French (United Nations Information Service at Geneva);

(f) Electronic distribution of press releases, backgrounders and other information material to the field (Information Centres Service);

vi. Audio-visual resources

(a) Adaptation of news-related video materials for dissemination to television news syndicators and posting on the United Nations web site in text/graphic form (News and Media Division);

(b) Co-production of two thematic videos with external organizations, including United Nations agencies, and ad hoc short video products (News and Media Division);

(c) Coverage of the Secretary-General on special field missions (News and Media Division);

(d) Electronic outreach to broadcasting organizations, non-governmental organizations, educational institutions etc. alerting them of special audio/visual products (monthly) (News and Media Division);

(e) Encoding and posting of programmes on the Internet (News and Media Division);

(f) Production of 15-minute annual UN Year in Review for distribution on cassette and satellite in six official languages (News and Media Division);

(g) Live production and broadcasting of 15-minute news and current affairs programmes weekdays (News and Media Division);

(h) Live radio shows with audience call-ins for feedback purposes (four times a year) (News and Media Division);

(i) Operations, management, and maintenance of television and radio studios and facilities, receipt of incoming audio feeds from the field, and distribution of television and radio products for live web-casting (daily) (News and Media Division);

(k) Maintenance of production arrangements with major national and international news television organizations to ensure increased coverage (News and Media Division);

(l) Maintenance, preservation and conservation of United Nations audio/visual archival materials, and provision of audio/visual library services (News and Media Division);

(m) Production and broadcasting of daily news-bulletins and weekly magazine programmes in Kiswahili and Portuguese (News and Media Division);

(n) Production and broadcasting or dissemination on tape of eight 15-minute weekly regional magazines and other programmes (News and Media Division);

(o) Production and distribution on tape or on Internet of weekly magazine programmes in Bangla, Bahasa-Indonesia, Creole, Dutch-Papiemento, Hindi, Turkish and Urdu (News and Media Division);

(p) Production of 78 interview-based half-hour studio discussion programmes (News and Media Division);

(q) Production of B-roll (Background Material for Television Production) packages and other compilations for use by broadcasters and producers in their television news programmes and backgrounders (Approximately six times per year) (News and Media Division);

(r) Production of programmes highlighting the advancement of women and gender balance in (News and Media Division);

(s) Programme coordination, executive production and editorial management of daily broadcast programmes (News and Media Division);

(t) Television coverage of General Assembly, Security Council (daily) and other meetings, Headquarters photo ops and events, and Secretary-General's activities primarily for distribution to news organizations, as well as to delegations, educational institutions, non-governmental organizations, and for posting on United Nations web site (News and Media Division);

(u) Two long-form thematic videos on conflict resolution and humanitarian themes (News and Media Division);

(v) Archiving of news and field-production television pictures and documentaries, and provision to broadcasters (United Nations Information Service at Geneva);

(w) Co-production of television magazine and documentary programmes with Geneva-based United Nations agencies (United Nations Information Service at Geneva);

(x) Distribution of television and radio news reports and programmes to international broadcast news agencies, and to Headquarters (United Nations Information Service at Geneva);

(y) Photo coverage (film and digital) of Secretary-General's activities, meetings, conferences and other events, and posting on United Nations web site (News and Media Division; United Nations Information Service at Geneva);

(z) Production of documentary programmes on the United Nations (United Nations Information Service at Geneva);

(aa) Production of radio news reports, interviews and programmes on meetings, press conferences and events and on related activities in the field (United Nations Information Service at Geneva);

(bb) Production of UN in Action TV series, adaptation for CNN World Report (News and Media Division; United Nations Information Service at Geneva);

(cc) Production of television news reports on meetings, press conferences and events organized at the Palais des Nations in Geneva and on related activities in the field (United Nations Information Service at Geneva);

(dd) Provision and maintenance of a satellite feedpoint for news reports and live and taped studio interviews (United Nations Information Service at Geneva);

(ee) Provision and maintenance of radio production and transmission facilities in Geneva (United Nations Information Service at Geneva);

(ff) Distribution of radio documentaries, features and magazines to radio stations in the client countries served by the United Nations Information Service at Vienna (United Nations Information Service at Vienna);

(gg) Distribution of United Nations video productions to local television networks, non-governmental organizations and educational institutions (United Nations Information Service at Vienna);

(hh) Maintenance of capacity to produce brief video presentations in English, German, Hungarian, Slovak and Slovene for a wide audience for regular use and/or for special events (United Nations Information Service at Vienna);

b. *International cooperation, and inter-agency coordination and liaison*

i. Assisting United Nations agencies and programmes in coordinating launching of major reports and establishing contacts with key media (United Nations Information Centres);

ii. Serving as an outlet for information from United Nations agencies, funds and programmes and other offices (United Nations Information Centres).

**Subprogramme 3**
**Library Services**

19. The subprogramme will be implemented by the Library and Information Resources Division, which oversees the Dag Hammarskjöld Library, which will be complemented and supported in its activities by the United Nations Information Service at Geneva (UNIS/Geneva) the United Nations Information Service at Vienna (UNIS/Vienna), and the network of United Nations Information Centres and Field Offices (UNICs).

20. The programme of work has been formulated on the basis of subprogramme 3, Library services of programme 23, Public information, of the medium-term plan for the period 2002-2005.

21. The Department will continue to promote the concept of the Library in the direction of a virtual library, with increasing emphasis on creation and delivery of electronic information, outreach to depository libraries and support for multi-lingualism. The delivery of customized information directly to the desktops of permanent missions at Headquarters and Secretariat staff worldwide will be expanded. Access to commercially available electronic information will be provided in a cost-effective way through the United Nations System Consortium, which affords the members of the consortium more favourable rates.

**Objective**: The objective of this subprogramme is to facilitate access to timely and up-to-date library products and services for use by delegates, permanent missions of Member States, the Secretariat, researchers and depository libraries world-wide.

| *Expected accomplishments* | *Indicators of achievement* |
|---|---|
| a. Faster and greater access by users to products and services to the Library. | a. User satisfaction with accessibility to the products and services rendered by the Library;<br><br>b. Number of visitors to the Library's web page. |

**External factors:**

The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

a. Interest of target audiences in electronic information will continue to grow;
b. United Nations system agencies will continue to cooperate and collaborate, particularly in availing online services through the Consortium;
c. Prices for online services will remain stable or become more favourable

**Outputs**

22. During the biennium 2002-2003, the following outputs will be delivered:

a. *Substantive outputs*

i. Recurrent publications

(a) Documents Alert (web-based, updated as required) (Library and Information Resources Division);

(b) Index to Proceedings of the Economic and Social Council (one issue each, 2001 and 2002) (Library and information Resources Division);

(c) Index to Proceedings of the General Assembly (one issue each, fifty-sixth and fifty-seventh sessions) (Library and Information Resources Division);

(d) Index to Proceedings of the Security Council (one issue each, fifty-sixth and fifty-seventh session) (Library and Information Resources Division);

(e) List of Depository Libraries (one issue each, 2002 and 2003) (electronic and printed) (Library and Information Resources Division);

(f) Quick Users' Guide to UNBIS (United Nations Bibliographic Information System) (electronic and printed, updated as required) (Library and Information Resources Division);

(g) United Nations System Pathfinder (web-based, updated as required) (Library and Information Resources Division);

(h) UNBIS Reference Manual for Bibliographic Description (electronic, updated as required) (Library and Information Resources Division);

(i) UNBISNET - Web-based database, including bibliographic, factual and six-language thesaurus files (updated daily) (Library and Information Resources Division);

(j) United Nations Documentation: Research Guide (web-based, available in all official languages, updated as required) (Library and Information Resources Division);

(k) United Nations Documents Index (four issues each, 2002 and 2003) (Library and Information Resources Division);

(l) United Nations Info Quest (UN-I-QUE), ready reference information on the United Nations (web-based, updated daily) (Library and Information Resources Division);

ii. Non-recurrent Publications

(a) Back-of-the-book indexes for major United Nations publications (Library and Information Resources Division);

(b) United Nations Document Series Symbols, 1997-2002 (Library and Information Resources Division);

(c) UNBIS Thesaurus (one edition each in six languages) (Library and Information Resources Division);

iii Exhibits, guided tours, lectures

(a) Assistance to, or participation in, exhibits of United Nations information materials in connection with observance of Days, book fairs or other events (United Nations Information Centres);

(b) Organization of workshops on United Nations library services for local librarians and educational institutions (United Nations Information Centres);

(c) Organizing workshops or briefings for Information Officers of the United Nations Information Centres or reference librarians (Information Centres Service);

iv. Booklets, fact sheets, wall charts, information kits

(a) In cooperation with the Dag Hammarskjöld Library, updating guidelines for use by UNIC Reference Librarians (Information Centres Service);

(b) Publication/updating of brochures on UNIC Library services (United Nations Information Centres);

v. Special events

Screening of United Nations films and videos for educational purposes and in connection with observances and special events (United Nations Information Centres);

vi. Technical material

(a) Compilation of bibliography portion of the Juridical yearbook (Library and Information Resources Division);

(b) Coordination of shared indexing network with United Nations libraries away from Headquarters (Library and Information Resources Division);

(c) Providing effective access to online information services covering subjects of interest to the Organization, (Library and Information Resources Division);

(d) Expansion of Selective Dissemination of Information (SDI) services (Library and Information Resources Division);

(e) Expansion of United Nations System Consortium for external online information services with a view to obtaining more favourable rates (Library and Information Resources Division);

(f) Maintenance and expansion of Dag Hammarskjöld Library web sites in all official languages and maintenance of its computer hardware, software and databases (Library and Information Resources Division);

(g) Provision of loan and inter-library loan services, with increased emphasis on electronic document delivery (Library and Information Resources Division);

(h) Provision of reference and research services, including responding to an increased volume of electronic mail queries from users worldwide (Library and Information Resources Division);

(i) Digitization of retrospective United Nations documents of major organs, in all languages, covering certain years from microfiche or hard copy for uploading to the ODS (Library and Information Resources Division);

(j) Selection, acquisition and weeding of core information sources in traditional media (books, serials, Government documents, etc.) (Library and Information Resources Division);

(k) Collecting, check-listing, indexing, maintenance and preservation of United Nations documents (Library and Information Resources Division);

(l) Preparation of UNBIS Thesaurus records in all official languages to allow multilingual retrieval from UNBIS and ODS (Library and Information Resources Division);

b. *International cooperation, inter-agency coordination and liaison*

i. Ensuring that depository libraries receive their entitlements, including arranging for conversion of entitlements from hard copy to electronic format (Library and Information Resources Division) ;

ii. Networking with professional library associations and active participation in the Global Legal Information Network (GLIN) (Library and Information Resources Division) ;

iii. Networking with United Nations system libraries through interagency meetings (Library and Information Resources Division);

iv. Oversight of depository libraries and regular outreach through correspondence and electronic mail and electronic document delivery (Library and Information Resources Division);

v. Enhancement of joint library services provided by the local United Nations system offices and, where possible, the development of common United Nations system library (United Nations Information Centres).

c. *Technical cooperation*

i. Advisory services

a. Provision of advisory services to Departmental reference collections at Headquarters as well as United Nations libraries in the field (Library and Information Resources Division);

ii. Training courses, seminars and workshops

(a) Training programmes for delegates, permanent missions' staff, United Nations staff, government officials, depository librarians, non-governmental organizations and interns (Library and Information Resources Division).

**Subprogramme 4**
**Publications Services**

23. The subprogramme will be implemented by the Publications Service of the Library and Information Resources Division.

24. The programme of work has been formulated on the basis of subprogramme 4, Publications services of programme 23, Public information, of the medium-term plan for the period 2002-2005.

25. The Department coordinates the publications policies for print and electronic products, including the efficient and timely provision of graphic design and production coordination services to the Secretariat. The Department also oversees the publications programme of the United Nations through the Publications Board. Furthermore, it provides cartographic and geographic information system services, including to the Security Council.

**Objective**: The objective of this subprogramme is to increase readership of United Nations publications in all formats, to increase understanding of the breadth of its activities and to develop support for the Organization. The Department will improve the efficiency and cost-effectiveness of the Organization's publication and distribution processes.

| *Expected accomplishments* | *Indicators of achievement* |
|---|---|
| a. Increased interest in United Nations publications. | a. Increase in number of subscriptions to United Nations publications;<br><br>b. Increase in number of publications sold;<br><br>c. Increase in number of visitors to the web sites of United Nations publications. |

**External factors**

The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

a. Costs of printing remains stable or become more favourable;

b. Public opinion towards the principles and activities of the United Nations will remain favourable;

c. The market for published material on the United Nations will be receptive to United Nations sale- and non-sale publications.

**Outputs**

During the biennium 2002□2003, the following outputs will be delivered:

a. *Substantive outputs*

i. Recurrent publications

(a) United Nations Chronicle (quarterly, in Arabic, Chinese, English, French, Russian and Spanish);

(b) United Nations Development Business procurement publication and its supplements (twice-monthly and multilingual) (XB);

(c) Yearbook of the United Nations (annual, in English) ;

ii. Technical material

(a) Cartographic products and geographic information services in support of substantive activities of the Secretariat, including its response to requirements of the Security Council, as well as editorial control services for all maps issued by the Organization;

(b) Design services to the Secretariat, from initial concepts to computer-generated electronic files for printing, and designing logos, posters, books, press kits; maintenance of an electronic cross-platform archive of all official logos of the United Nations;

(c) Production oversight and management of all official publications, in close cooperation with the Department of General Assembly Affairs and Conference Services, and author departments; and advice on printing costs and options and preparing technical specifications for print materials;

(d) Online version of United Nations Chronicle (quarterly, in English and French); and UN Development Business (multilingual, twice-monthly) (XB).

**Field implementation**

Support to subprogrammes 1, 2 and 3, Promotional services, Information services and Library services

26. Pursuant to paragraph 25 of resolution 54/249, and as indicated in paragraphs 6-9 above, the 2002-2003 programme budget of the Department of Public Information has been restructured. Accordingly, the organizational units whose activities fall under more than one subprogramme have been grouped together under a separate component heading, "Field implementation". These are the United Nations Information Service at Geneva, the United Nations Information Service at Vienna, and the United Nations Information Centres and the United Nations Field Offices, information components (UNICs).

27. The programme of activities of the organizational units of the Department which provide support in carrying out the public information programme under subprogramme 1, Promotional services, subprogramme 2, Information services, and 3, Library services, of the medium-term plan for the period 2002-2005 are included under the programme of activities under the respective subprogrammes above.

28. The primary objective of the Information Service at Geneva is to promote the goals and activities of the United Nations and other international agencies headquartered at Geneva through

promotional and information services. The Service also provides coverage, in English and French, of meetings of the United Nations. Support is also provided to visiting or Geneva-based Special Envoys of the Secretary-General. The Service will pursue a strategic approach to information and communications through enhancing working relations with media representatives and forging new partnerships with all elements of civil society. The primary end-users of the outputs of the Service will be the 251 accredited resident correspondents and visiting correspondents, the Permanent Missions at Geneva, and the Geneva-based representatives of non-governmental organizations. The other end-users receiving information will be the press corps and non-governmental organizations at Headquarters, and United Nations Information Centres.

29. The Service will manage documentation and the Internet, including the establishment of facilities for webcasting briefings and press conferences and other events to allow for faster, more comprehensive and cost-effective access to information by end-users. The Service will strengthen its information programme through public activities, such as its operation of guided tours of the Palais des Nations and other forms of public outreach. The use of the Geneva-based redisseminators will be strengthened to promote throughout the world the United Nations messages emanating from Geneva. In addition, activities in the domain of information technology, especially regarding the Internet and webcasting capabilities will be expanded.

30. The United Nations Information Service at Vienna serves as the United Nations information centre for Austria, Hungary, Slovakia and Slovenia and provides public information and promotional services for the Director-General and his Office, the United Nations Office at Vienna (UNOV), the Office for Drug Control and Crime Prevention (ODCCP), the International Narcotics Control Board (INCB), the Office for Outer Space Affairs (OOSA) and the International Trade Law Branch (UNCITRAL). The overall aim of the Service is to increase the awareness and deepen the understanding of the work and purposes of the United Nations as a whole for the widest public audiences in the countries it serves, and to strengthen the understanding of the work of the Vienna-based United Nations programmes world-wide. As a regional outpost of the Department of Public Information, the Service will continue to aim at fulfilling in a reliable, professional and timely manner all public information tasks. The emphasis for the work of the Service in the 2002-2003 biennium will be to improve the quality of services to the media accredited to the United Nations Office at Vienna, and to increase the outreach activities towards all other target audiences, especially students and teachers, non-governmental organizations, business community and other civil society groups. To this end the Service will expand its innovative use of web-based information technologies.

31. The United Nations Information Centres (64) and the information components of the United Nations Field Offices (8) serve as the branch offices of the Department of Public Information. They are responsible for promoting greater public understanding and support for the aims and activities of the United Nations, and for disseminating information on the work of the Organization to audiences as widely as possible through the media, governmental and non-governmental organizations, educational institutions and other sectors of the civil society.

32. To that end, emphasis will be placed on implementing, at the national level, information campaigns on issues of priority concern to the international community. To mobilize support for these campaigns, partnerships and collaborative arrangements with key constituencies at the local level, including the media, non-governmental organizations, educational institutions, professional and business organizations and other segments of civil society will be strengthened.

33. In its resolution 55/136B, the General Assembly noted with great concern the existing imbalance in the available resources to the United Nations Information Centres in developed and developing countries, and requested the Secretary-General to examine the situation thoroughly, taking into

account all relevant factors. Reference is therefore made to the report of the Secretary-General on equitable disbursement of resources to United Nations Information Centres (A/AC.198/2001/5).

## C. Programme support

### Departmental Administration

34. The Executive Office provides administrative, managerial and programme support necessary for the implementation of mandated activities of the Department. It assists the Under-Secretary-General in the preparation of the medium-term plan, the preparation, administration and monitoring of the programme budget, management of trust funds and extra budgetary resources, relevant support services for the efficient utilization of human resources, and the planning, control and coordination of requirements related to general office administration. It also handles the Department's information technology needs, including the maintenance and upgrading of computer equipment and user applications.